



Phone recording solutions





The benefits of phone recording

What is phone recording?

Phone recording, also known as voice logging has been around for nearly as long as phones. It consists of attaching a recording device to phone lines in a business setting and having a way of playing back these recordings. Call centers were early adapters and most of us are familiar with the little recording at the beginning of a call that reminds us that “this call may be recorded for training or quality assurance purposes” dialog. Now all kinds of businesses are using phone recording.



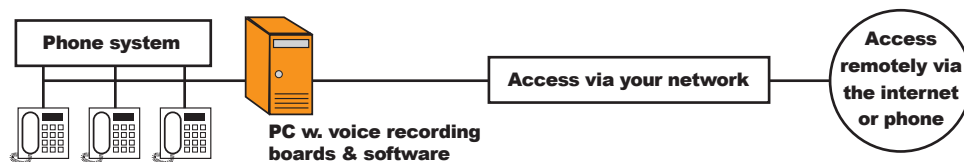
The ROI on a phone recording solution

There are many reasons why businesses choose to purchase a phone recording solution. Here are the top 5 Return on investment (ROI) arguments for implementing one of our solutions.

- 1 **Liability:** Resolve disputes and protect your company with recorded evidence.
- 2 **Quality control:** Improve employee performance and customer satisfaction.
- 3 **Security:** Detect or deter security breaches and inappropriate calls.
- 4 **Training:** Coach employees with examples of high & low quality calls.
- 5 **Marketing data:** learn about your customers and their response to your marketing.

What does a phone recording solution consist of?

- 1 **A Microsoft Windows PC.**
- 2 **Voice recording boards** that plug into the PCI slot of the PC.
- 3 **The software** used to record, manage, search, grade and access the recordings.



Our systems can connect to analog or digital telephone, T1/E1/PRI/BRI/ISDN, or any radio or other audio lines and record all conversations on those lines. Recordings are stored as separate files and saved on the recorder PC's hard drive. Optionally, a second copy of the recordings can be automatically backed up to archive media (DVD+RW, network, external drive, etc.). Users can search and playback the recordings on any PC over the network, a web browser or even a phone.



Choose the right solution in 3 steps

Step 1: Turnkey system or a Kit?



Turnkey system simplicity...

Turnkey systems are the simplest way to start recording and managing your calls. They come completely pre-configured for your specific needs and include the PC, recording cards as well as all the necessary software, cabling and accessories.

or



Kit savings

We were the first to offer kit phone recording solutions and the reason is the savings. You can save thousands and putting the kit together is as simple as plugging the card into the PCI slot of your existing computer, installing the software and hooking up the cables. These kits include the recording card and all necessary software, cabling, and accessories.



Step 2: How many phone or trunk lines to record?

Our recording solutions can record from 4 to 256 phone lines or channels in a single system and multiple systems can be linked to record well over 1000 lines!

Step 3: How would you like to manage your recordings?



All our solutions come with Call Logger software and unlimited licenses of the Client remote access software which allows you to monitor and manage your recordings from the host server or remote machines. You can also purchase options that allow you to easily monitor and manage your recordings remotely via a web browser (Web client) or even by phone with an automated attendant (Phone client). See how these work in the diagram on page 14.

Call Logger & Client: Included with every Turnkey system and Kit. (no extra charge)

Options: Empower road warriors, technophobes, and users of any non-windows OS with:

Web client: Search & access your recordings as WAV files on any platform via a browser.

Phone client: Access your recordings through an automated phone menu. No software to learn!

Call Logger software

Record unlimited phone lines

Initiate recordings automatically, manually, on ring, by voice activation, tone, API, or virtually any other means. Schedule recordings according to times or staff shifts. Recorded calls can be saved at a variety of compression rates and easily exported to industry standard WAV files. The audio gain control function automatically balances audio levels on both sides of a conversation making monitoring easier.

Monitor call quality

Monitor live calls and use the Instant Recall function to rewind up to the last 60 seconds of a live call so you never miss a beat. The easy to use graphic interface lets you customize the view and order of calls. The split screen interface allows you to seamlessly switch between past and live calls. Grade and add custom notes to call recordings as they are made.

Search & manage call recordings

Search by trunk line or extension, by caller id, dialed number, search note, time / date or even call duration. Calendars and scroll bars make it easy to search by beginning or ending dates and times. An interactive graphical playback bay allows you to fast forward, rewind, or pause a call while you are listening to it. Book mark important recordings and add notes to calls for customized documentation and organization. Recordings can be saved and easily sent via E-mail.

Improve employee effectiveness

Easily analyze and grade past calls or conduct live employee call tests. You may define multiple tests containing unique sets of grading criteria. You can simultaneously search for, listen to and grade calls as well as giving employees access to recordings for training and improvement. Analyze and use results for easy employee reviews.

Report and communicate results

Generate a variety of reports and graphs based on user-defined criteria. A selection of predefined reports makes it easy to gather information efficiently. A variety of graphs and colors make it easy to view information and identify trends. Graphs and reports may be viewed on your screen, saved, exported to a .pdf, csv, MS access, excel or word files.

Auto archiving for security

Call Logger software can be easily configured for automatic archiving, guaranteeing your protection against verbal disagreements for many years to come. You can automatically archive to removable media such as DVD+RW, CD-RW and USB drives as well as archiving your recordings to network shared drives and/or to a remote FTP site or a network storage server. Audio and visual alarms will notify you when your media is full, while continuing to mark new recordings to be archived as soon as a new blank media is inserted.

Minimum requirements:

Windows 2000, XP Pro, Server, 2003
1.5 GHz Pentium with 512 Mb RAM
A dedicated hard drive partition OR
A second hard drive for recordings.
(Plan on 1 Gig of storage for every
170 channel / hours of recordings.)
An available PCI slot

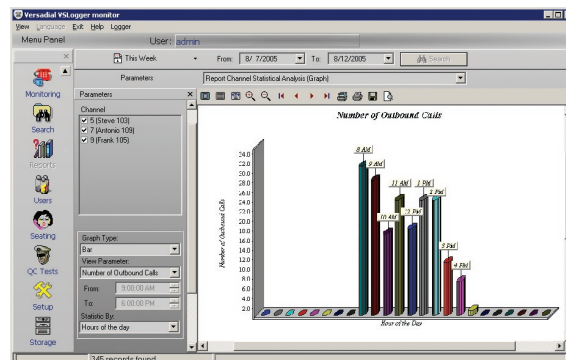
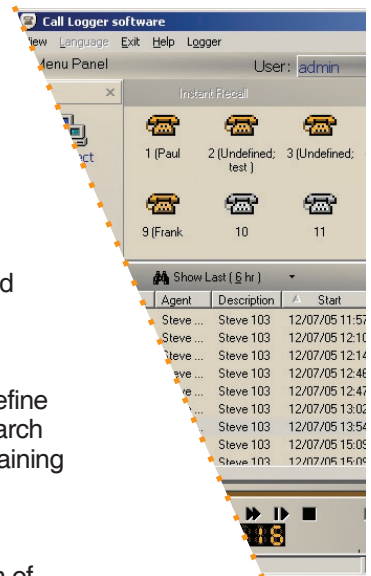
Client is included!

You can install Client on as many remote computers as you would like.

Enjoy all the features and functionality of Call Logger on any computer.

Secure password enabled access via LAN, WAN, or TCP/IP.

Remotely control Call Logger.



Monitoring options

Phone client automated attendant:

Empower your road warriors, without making them learn any new software! Hate learning new technology? You can now remotely monitor live calls or access call recordings by telephone anywhere in the world.

Our automated attendant menu will guide you. You can search recordings by time, date range or phone line. The menu can easily handle multiple simultaneous users and has scalable password access protection. You can even have the automated attendant monitor a particular phone line and call you when that line becomes active.

Any analog terminating Kit can have lines designated as attendants.

Web client

Work on a Macintosh, Linux or Unix based machine? No problem, you can get many of the features of Call Logger through a web interface. Use your favorite web browser to search, and listen to call recordings, and even add notes.

Save and E-mail call recordings as WAV files to anywhere in the world. Use the same powerful search parameters as Call Logger such by extension, caller ID, dialed number, search note, time / date or even call duration. You can also start or stop the live recording of phone lines. Scalable password access protection is built in along with the ability to support multiple simultaneous connections.

Remote channel control

Give your reps the power to start and stop their own recordings manually with the Remote channel control option. Reps can even tag each call recording with custom notes to improve efficiency, speed orders and mark high priority or trouble recordings.

As the Admin you can determine which options you want to give your reps. Allow notes, but not control over start / stop, or vice versa. Purchase one license and you can install the Remote channel control on an unlimited number of machines!



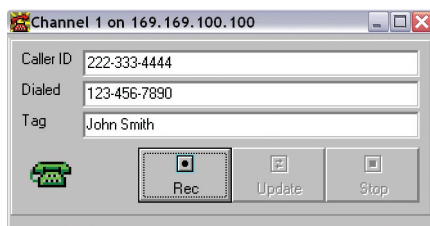
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Kit

Scalable multi-channel phone recording PCI card

Record from 4 to 96 phone lines in a single card. Cards can be expanded easily to accept more lines. Assemble any combination of analog, digital BRI, ISDN, T1, E1 or PRI *VDL-Kits* in one machine. The included Call Logger will coordinate the cards to work together. Kits support automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. Our kits can also be configured with optional mirrored hard drives or secondary DVD+RWs.

Easy to install in your PC

Installation is as simple as plugging the Kit card into an available PCI slot in your compatible PC, plugging in the necessary cables to your phone system, and installing and configuring the software.

Warranty

A one year hardware warranty with free telephone support is included with every kit we sell. Optional 2-3 year warranties are available.

Recommended PC

Windows XP Pro, Server, 2003
1.5GHz Pentium 4 with 1 GB RAM
DVD+RW drive for archiving

Minimum PC requirements

Windows 2000, XP Pro, Server, 2003
800 Mhz Pentium with 256Mb RAM
PCI motherboard & ATX Power supply(3.3V)
Available full-size PCI slot (3.3V 13.83"x4.75")
Second hard drive or partition for recording data
Sound card configured to play WAV files
Network LAN connection (TCP/IP)

Call Logger software included!

- Record unlimited phone lines
- Monitor call quality
- Search and manage call recordings
- Improve employee effectiveness
- Report & communicate results
- Auto archive for security

Client included!

- Unlimited remote access
- Unlimited licenses
- Password security

All cables included!

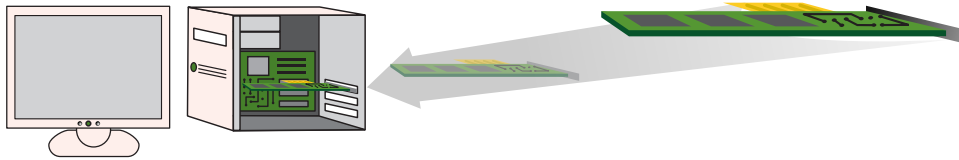
Everything you need to connect and begin recording is included.



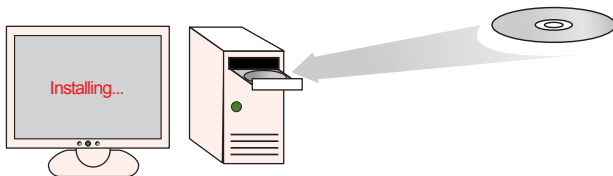
3 step installation

Installing a Kit is easier than you'd think.

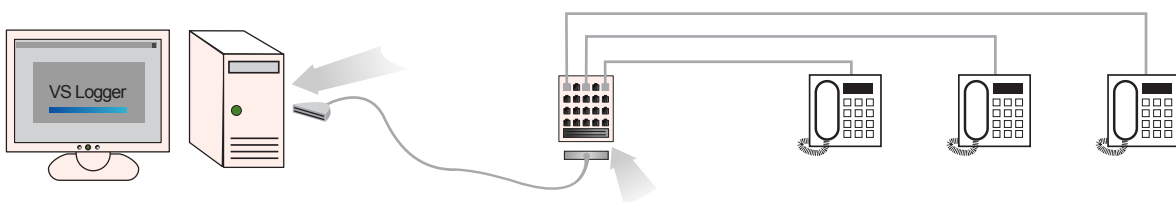
A Kit is easy to install in any PC that meets the minimum requirements. It requires no special tools or experience beyond what is explained here. First make sure the PC you want to use meets the minimum requirements and is located close to where you will be tapping into your phone lines. Then open the PC case, and simply install the Kit card in an open PCI slot on the motherboard. Next turn on your PC and install the drivers and Call Logger software that came on the included CD-ROM. Finally, have your telecom professional connect the cable between your phone lines and the Kit card in the back of your PC. Then simply configure Call Logger's options as you'd like. That's it!



1. Install the Kit card into a PCI slot



2. Install drivers and the Call Logger software



3. Connect the Kit card into your phone lines

PC Turnkey system

Mid-sized pre-configured PC for phone recording

Intel Pentium 4 Processor with 1GB RAM
Up to 3 *Kit* PCI cards of your choice may be installed
ATX Case and 300w power supply
WAV compatible sound card and high quality headphones
40 GB System Hard Disk Drive
200 GB Data Hard Disk Drive (30,000 recording hours)
2 DVD+RWs (800 recording hours per DVD)
Keyboard and mouse
Microsoft Windows XP Pro operating system
Call Logger software pre installed and configured

Pre-configured just the way you need it

Record from 4 to 72 phone lines using any combination of analog, digital PBX extensions, ISDN BRI, PRI, T1, E1 *Kit* cards within the *PC Turnkey system*. Call Logger is pre installed and pre configured for out of the box readiness. The PC Turnkey system supports automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. The PC Turnkey system can also be configured with optional mirrored hard drives.

Turnkey simplicity

Open the box, plug in the necessary cables and you're ready to go.

Warranty

A one year hardware warranty with free telephone support is included with every kit we sell. Optional 2-3 year warranties are available.

Call Logger software included!

Record unlimited phone lines
Monitor call quality
Search and manage call recordings
Improve employee effectiveness
Report & communicate results
Auto archive for security

Client included!

Unlimited remote access
Unlimited licenses
Password security

All cables included!

Everything you need to connect and begin recording is included.



IND Turnkey system

Rackmount PC pre-configured for phone recording

Intel Pentium 4 Processor with 1GB RAM
Up to 12 *Kit* PCI cards of your choice may be installed
19" Industrial Rackmount and 300w power supply
WAV compatible sound card and high quality headphones
40 GB System Hard Disk Drive
200 GB Data Hard Disk Drive (30,000 recording hours)
2 DVD+RWs (800 recording hours per DVD)
Keyboard and mouse
Microsoft Windows XP Pro operating system
Call Logger software pre installed and configured

Pre-configured just the way you need it

Record up to 256 phone lines using any combination of analog, digital PBX extensions, ISDN BRI, PRI, T1, E1 *Kit* cards within the IND Turnkey system. Call Logger is pre installed and pre configured for out of the box readiness. The IND Turnkey system supports automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. The IND Turnkey system can also be configured with optional mirrored hard drives.

Turnkey simplicity

Open the box, plug in the necessary cables and you're ready to go.

Warranty

A one year hardware warranty with free telephone support is included with every kit we sell. Optional 2-3 year warranties are available.

Call Logger software included!

- Record unlimited phone lines
- Monitor call quality
- Search and manage call recordings
- Improve employee effectiveness
- Report & communicate results
- Auto archive for security

Client included!

- Unlimited remote access
- Unlimited licenses
- Password security

All cables included!

Everything you need to connect and begin recording is included.



MPDR Portable

Portable PC pre-configured for phone recording

Intel Pentium 4 Processor with 1GB RAM
Up to 4 *Kit* PCI cards of your choice may be installed
Heavy-duty portable 17"x13"x12" case and 300w power supply
Built in 15" LCD monitor
Built in keyboard and touchpad
WAV compatible sound card and high quality headphones
40 GB System Hard Disk Drive
200 GB Data Hard Disk Drive (30,000 recording hours)
DVD+RW (800 recording hours per DVD)
Microsoft Windows XP Pro operating system
Call Logger software pre installed and configured

Pre-configured just the way you need it

Record up to 96 phone lines using any combination of analog, digital PBX extensions, ISDN BRI, PRI, T1, E1 *Kit* cards within the MPDR Portable. Call Logger is pre installed and pre configured for out of the box readiness. The MPDR Portable supports automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. The MPDR Portable can also be configured with optional mirrored hard drives or secondary DVD+RWs.

Turnkey simplicity

Open the box, plug in the necessary cables and you're ready to go.

Warranty

A one year hardware warranty with free telephone support is included with every kit we sell.
Optional 2-3 year warranties are available.

Call Logger software included!

- Record unlimited phone lines
- Monitor call quality
- Search and manage call recordings
- Improve employee effectiveness
- Report & communicate results
- Auto archive for security

Client included!

- Unlimited remote access
- Unlimited licenses
- Password security

All cables included!

Everything you need to connect and begin recording is included.





Hardware warranty

One year hardware warranty (Included with all Kits & Turnkey systems)

We provide one of the most extensive hardware warranty programs available. We will replace any defective hardware for a period of one year from the time of purchase. If remote access is available, we will perform a remote diagnostic analysis of the recording system to determine whether you are experiencing a configuration problem or if a hardware replacement is necessary. If hardware replacement is deemed necessary, a Return Merchandise Authorization (RMA) number will be assigned to your support ticket to facilitate the return of the faulty hardware. Solutions reserves the right to repair or replace any defective hardware components, performing diagnostics and repairs to restore the hardware components to proper operating condition. This hardware warranty includes software support option 1 for one year as well.

Two or Three year extended hardware warranty (Available for purchase at the time of sale only)

This extended warranty extends the same level of support offered in the one year warranty to a total of two or three years from the purchase date. This warranty applies only to certified hardware, and does not cover additions or modifications that have not been made or approved by us. This warranty does not include support option 1 or 2.

Software support plans

Software support option 1

We will provide telephone support during the regular weekday business hours of 8:00 am to 5:00 pm PST. This option provides telephone support for one calendar year from the system shipping date. To qualify, the computer system, operating environment and PBX manufacturer must be included in the supported system certification list. This software support option can be purchased at any time for as many years as desired.

Software support & upgrade (option 2)

Support option 2 provides telephone support during the regular weekday business hours of 8:00 am to 5:00 pm PST along with a 2 hour response time guarantee. This option also includes free software upgrades and patches of all minor and major releases of the purchased software. This software support option can be purchased at any time for as many years as desired.

Per case support

Customers without an active software support option can purchase support cases for \$160 per case. A support case includes one or more calls necessary to completely resolve the particular problem.

Disclaimer: We will support all direct clients as stated above. Dealers will receive unlimited technical support from Solutions engineers. Products purchased through a Solutions Authorized Dealer will be supported by that dealer. Customers who purchased a system from an Authorized Dealer who is no longer in business can be supported by purchasing Option 1 or Option 2.

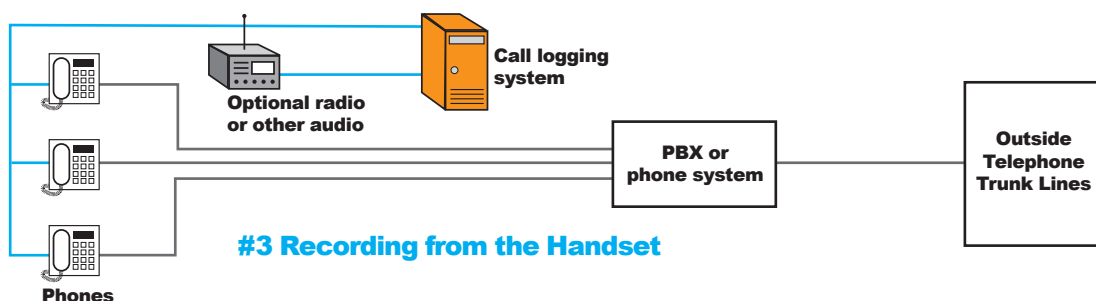
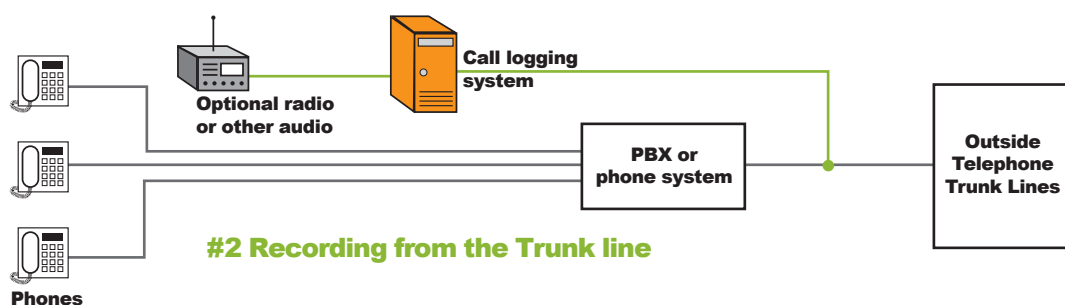
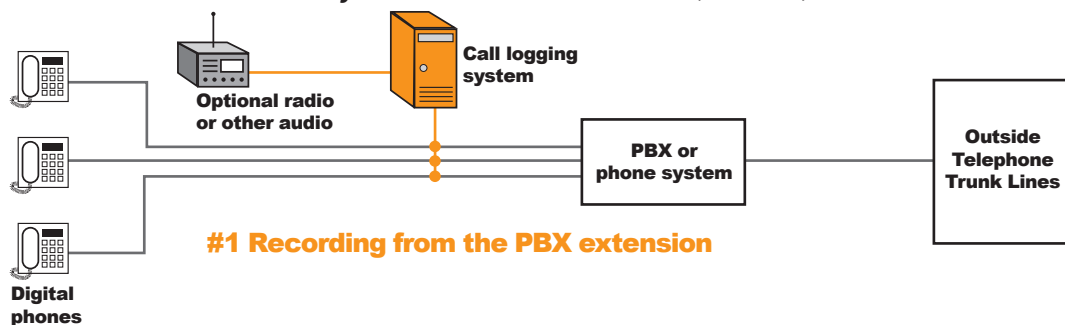
Hardware warranty

1 year	2 year	3 year
Included with every Kit or system	Optional for 8% of the product cost	Optional for 16% of the product cost

Software support plans

Additional year of option 1	Additional year of option 2
\$39.95 per licensed port. (\$250 min. to \$2000 max.)	\$69.95 per licensed port. (\$375 min. to \$3000 max.)

Choose the best way to record: extension, trunk, or handset

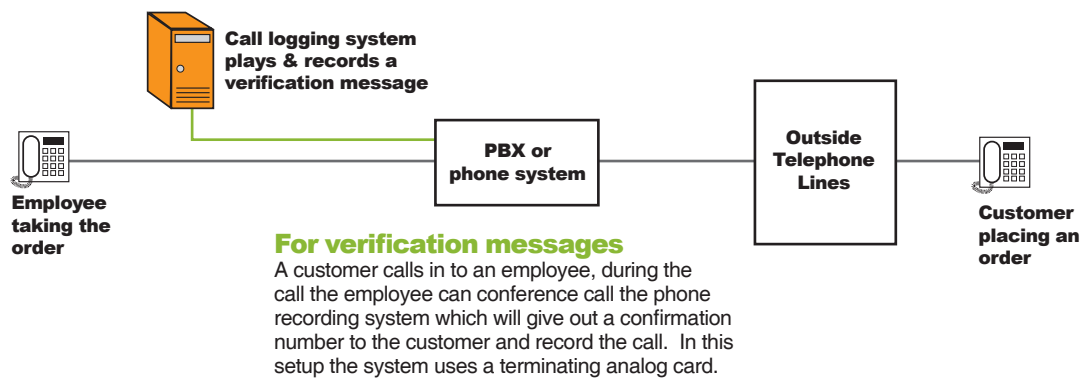
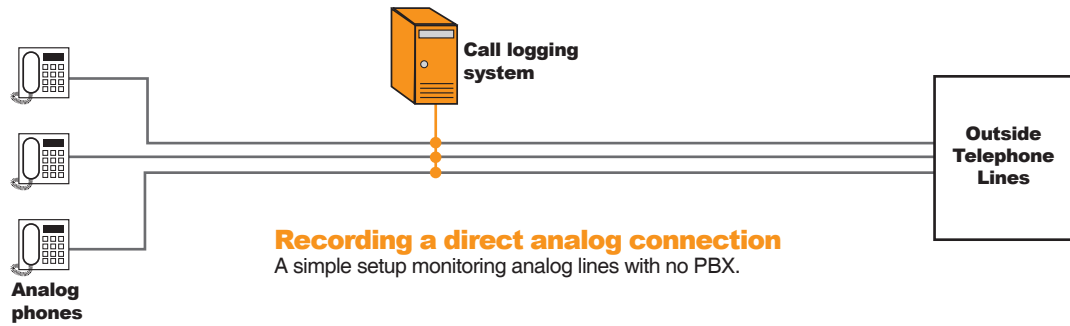


Benefits and drawbacks comparison

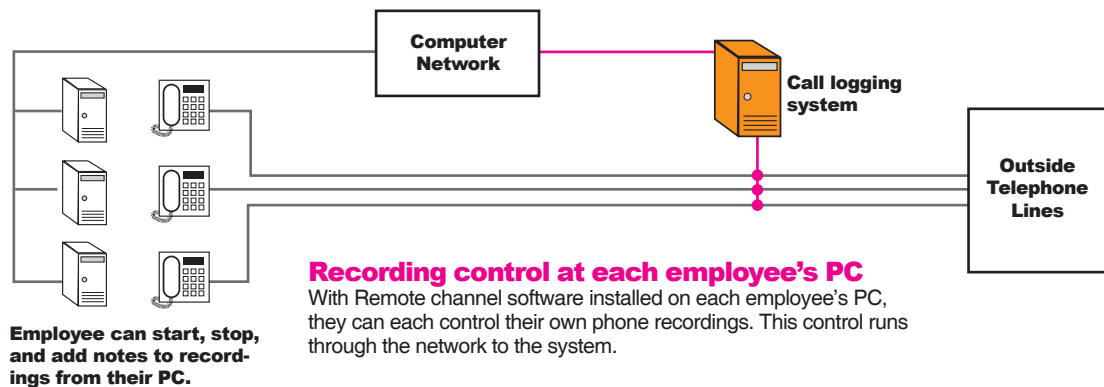
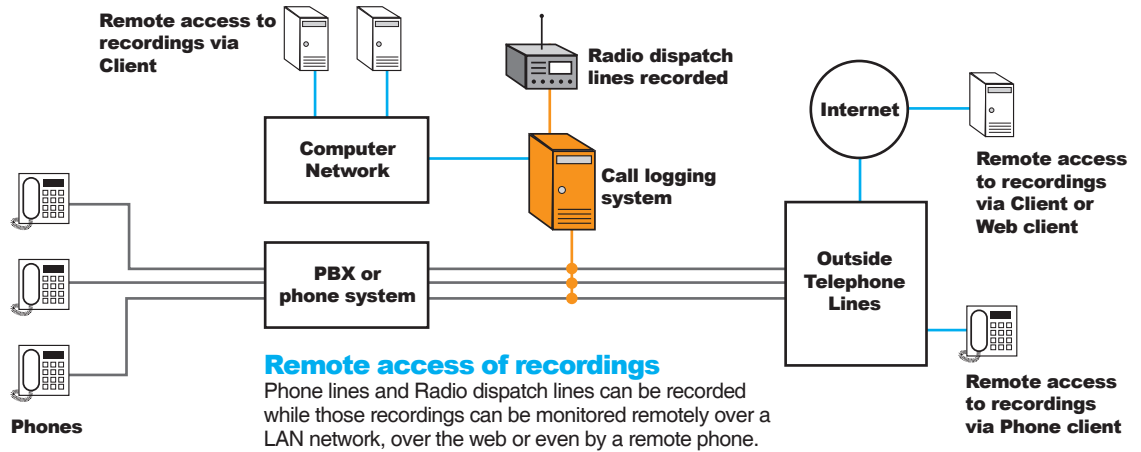
Recording from the:	#1 PBX extension	#2 Trunk line	#3 Handset
Monitor live recordings	Yes	Yes	Yes
Records transferred extensions	Yes	Yes	Yes*
Records PBX auto-attendant messages	No	Yes	No
Records internal calls	Yes	No	Yes
Search by caller ID	Yes	Yes	No
Search by trunk line	No	Yes	No
Recordings saved in folders for:	each extension	each trunk line	each handset
Audible beep option on recording	with a beep adapter	Analog lines only	with a beep adapter
Manual start / stop option	Yes	Yes	Yes
Other notes	The best solution for PBXs on our supported list.	Works with all PBXs and phone systems.	Requires wiring to each handset. Caller ID & dialed number not captured.

* if the transferred extension is also connected to a recorder.

Some sample setups & uses for a call logging system



Various sample setups & uses for a call logging solution



Supported PBX list

The following is a list of PBXs and phone systems compatible with our Kit cards. Verify that your PBX brand, model number and telephone sets are supported for VOX or D-Channel. D-Channel supports detecting PBX onhook/offhook, capture caller id, dialed #, lamps, buttons pressed, etc.

PBXs compatible with MOD cards (Full-size PCI cards)

Brand	PBX	Phones for VOX	Phones for D-Channel
Alcatel	4200, 4400 V3.10	Reflexes 4004 first, 4010 easy, 4020 premium, 4035 advanced, 4059 PC operator, 4003, 4011, 4012, 4023, 4034	Reflexes 4004 first, 4010 easy, 4020 premium, 4035 advanced, 4003, 4011, 4012, 4023, 4034
Ascom	Ascotel 2020	Office 20, 30, 40, 25, 35, 45/45pro, 130/130pro Crystal (use SO ETSI protocol)	Office 20, 30, 40, 25, 35, 45/45pro, 130/130pro Crystal
Aspect CallCenter	ACD System	Teleset Model 3010, 3190, 3192	Teleset Model 3010, 3190, 3192
Avaya	Lucent Definity (2-wire) Lucent Definity (4-wire) Lucent Definity (5ESS extension)	62xx, 64xx, 81xx, 84xx, 85xx series, CallMaster III, IV, V, VI 74xx, 81xx, 84xx, 85xx, 94xx series, CallMaster I, II, III, IV, V 8510 ISDN, 8520 ISDN, 8528 ISDN, 75XX series (firmware fp3.x)	62xx, 64xx, 81xx, 84xx, 85xx series, CallMaster III, IV, V, VI 74xx, 81xx, 84xx, 85xx, 94xx series, CallMaster I, II, III, IV, V 8510 ISDN, 8520 ISDN, 8528 ISDN, 75XX series (firmware fp3.x)
Ericsson	MD110 Business Phone Elu25/28 BC1 or higher	DBC199, DBC201/211 (Dialog 3201/3211) DBC202/212 (Dialog 3202/3212) DBC203/313 (Dialog 3203/3213) DBC210 (Dialog 3210) DBC214 (Dialog 3214) DBC601 (Dialog 2601) DBC631 (Dialog 2631) DBC661 (Dialog 2661) DBC662 (Dialog 2662) Operator Workstation (OWS) Operator Console (OPI II) Operator Console (OPI 3213) Trader Panel CTT10 / CTT11 Trader Panel TI Business Phone Sets	DBC201/211 (Dialog 3201/3211) DBC202/212 (Dialog 3202/3212) DBC203/313 (Dialog 3203/3213) DBC210 (Dialog 3210) DBC214 (Dialog 3214) DBC601 (Dialog 2601) DBC631 (Dialog 2631) DBC661 (Dialog 2661) DBC662 (Dialog 2662) Business Phone Sets
Any Pabx with UPO extensions	Any Pabx with UPO extensions	Varix 840, OpenCom 1000, Telrad IS, Avaya Merlin Magix MLX	
Any PBX with S0/BRI	Any PBX with S0/BRI	Realitis DX, BRI ETSI, BRI 1TR6 BRI EuroISDN, BRI 5ESS, Varix 840 BRI National ISDN NI-1, Telrad IS BRI DMS-100, Opencom 1000 Avaya Merlin Magix (BRI) MLX Avaya Definity 75xx series Bosch Integrall 4-wire sets	
ISDN2	ETSI, 1TR6	ETSI, 1TR6, National ISDN1, INS-64	ETSI, 1TR6, National ISDN1, INS-64
NEC	NEAX1000, 2000, 2400, Electra Elite, Electra Elite IPK Professional not tested	Dterm 8 (DTP 8) Dterm 8D (DTP 8D) Dterm 16D (DTP 16D)	Dterm 8 (DTP 8) Dterm 8D (DTP 8D) Dterm 16D (DTP 16D)

PBXs compatible with MOD cards (Full-size PCI cards)

Brand	PBX	Phones for VOX	Phones for D-Channel
Nortel	Matra	Dterm 32D (DTP 32D) SN716 Desk Console, DTP-xx, DTU-xx, ETJ-xx MC401, MC405, BMC420, MC520, MC620, MC640	Dterm 32D (DTP 32D) SN716 Desk Console, DTP-xx, DTU-xx, ETJ-xx MC401, MC405, BMC420, MC520, MC620, MC640
	Meridian M1, SL100	M2006, M2008, M2009, M2018, M2216, M2316, M2616 (Aries) M3110, 3310, M3820 (Orion) M2250 (single extension only), M3901, M3902, M3903, M3904, 3905 (Taurus)	M2006, M2008, M2009, M2018, M2216, M2316, M2616 (Aries) M3110, 3310, M3820 (Orion) M2250 (single extension only), M3901, M3902, M3903, M3904, 3905 (Taurus)
	Norstar	M7100, M7208, M7310, M7316, M7324, M7410, T7100, T7208, T7316	M7100, M7208, M7310, M7316, M7324, M7410, T7100, T7208, T7316
Nitsuko	DX2E, i -series	DX2E-12BTH (series-2.0), DX2ET-16TXH, DX2E-12BTH, DX2ET-16T-LC2	
Panasonic	KX-TD 208, 308, 816, 1232, 500	KX-T 72xx, 73xx, 74xx, 75xx series	KX-T 72xx, 73xx, 74xx, 75xx series
Philips	Sopho	d310 /2 Ergoline mod 1 2-wire d320 /2 Ergoline mod 2 2-wire d325 /2 Ergoline mod 3 2-wire d330 /2 Ergoline mod 3 2-wire d340 /2 Ergoline mod 4 2-wire d622S, d623S, d624S d310 /4 Ergoline mod 1 4-wire d320 /4 Ergoline mod 2 4-wire d325 /4 Ergoline mod 3 4-wire d330 /4 Ergoline mod 3 4-wire d340 /4 Ergoline mod 4 4-wire Sopho Operator Phone B630 Sopho Console Model 60E	d310 /2 Ergoline mod 1 2-wire d320 /2 Ergoline mod 2 2-wire d325 /2 Ergoline mod 3 2-wire d330 /2 Ergoline mod 3 2-wire d340 /2 Ergoline mod 4 2-wire d622S, d623S, d624S d310 /4 Ergoline mod 1 4-wire d320 /4 Ergoline mod 2 4-wire d325 /4 Ergoline mod 3 4-wire d330 /4 Ergoline mod 3 4-wire d340 /4 Ergoline mod 4 4-wire
Siemens	Hicom / HiPath	Optiset E entry, E basic, E standard, E comfort/advance plus, E conference, E memory OptiPoint 500 entry, basic, economy standard, advanced AC 2.0/3.0/4.0, ACWIN 3.0/4.0	Optiset E entry, E basic, E standard, E confort/advance plus, E conference, E memory OptiPoint 500 entry, basic, economy standard, advanced
Tadacom (Tadiran)	Coral	DKT-E 1110, 2320, 2311, 2321, 2322, DST-E FLEXSET 120 series, FLEXSET 280 series	DKT-E 1110, 2320, 2311, 2321, 2322, DST-E FLEXSET 120 series, FLEXSET 280 series

PBXs compatible with serial MOD cards (Full-size PCI cards)

Ascom	Ascotel 2020 audio support only	Crystal (use So ETSI protocol)	
Mitel	Mitel SX2000 D-Channel support ,Mitel SX200 audio support only	Superset 4001, 4015, 4025, 4125, 4150	Superset 4001, 4015, 4025, 4125, 4150

PBXs compatible with NGX cards (Full-size PCI cards)

Brand	PBX	Phones for VOX	Phones for D-Channel
Alcatel	4200, 4400, omniPCX4400	Reflexes 4004 first, 4010 easy, 4020 premium, 4035 advance, 4003, 4011, 4012, 4023, 4034	Reflexes 4004 first, 4010 easy, 4020 premium, 4035 advance, 4003, 4011, 4012, 4023, 4034,
Aspect CallCenter	ACD System Telecom Call Center	Teleset Model 3010, 3190, 3192	Teleset Model 3010, 3190, 3192
Avaya (SDX)	INDeX* Lucent Definity (2-wire) Lucent Definity (4-wire) Magix MLX (BRI)	DT3, 2030 6408 display, 6416 display, 6424 display, 8410, 8434 call master III, IV, V, VI 7406, 8410, call master II 4400, 4400D, 4406D+, 4412D+, 4424D+, 4424LD+ MLX10, MLX20L, MLX5, MLX5 & MLX28 & MLX10 display	6408 display, 6416 display, 6424 display, 8410 call master III, IV, V, VI 7406, 8410, call master II 4400, 4400D, 4406D+, 4412D+, 4424D+, 4424LD+
Bosch (Tenovis)	Integral 3	TB13, TE13, TH13, TM13, TS13	TB13, TE13, TH13, TM13, TS13
EADS	Intecom E	ITE 12SD, ITE 30SD, ITE 760	ITE 12SD, ITE 30SD
EADS (Nortel)	Matra M6500	MC401, MC520	MC401, MC520
Ericsson	MD110 Business Phone Elu25/28	DBC201, DBC202, DBC203 DBC212, DBC213, DBC501 DBC562, DBC601, DBC631 DBC661, DBC662, DBA706	DBC201, DBC202, DBC203 DBC212, DBC213, DBC501 DBC562, DBC601, DBC631 DBC661, DBC662, DBA706
Fujitsu	F9600	F10B-: 0816- 0791 - 0794 -0789- 0790-: B001	
Inter-tel	AXXESS KTS (Vision)	KTS Executive w/LCD part # 550.4500 KTS Standard w/LCD part# 520.4300	
**Mitel	SX200 & SX2000*	401+ , 4001, 4025, 4150	401+ , 4001, 4025, 4150

**Note: Mitel requires a per channel license fee.

NEC	Electra Elite, Professional	DTP-32DA-1 (DtermSeriesE) DTP-32D-1 (DtermSeriesE) DTU-32D-2 DTU-16D-2 DTP 8D (DtermSeriesE) DCU 60 (add on)	DTP32DA-1 (DtermSeriesE) DTP-32D-1 (DtermSeriesE) DTU-32D-2 DTU-16D-2 DTP 8D (DtermSeriesE) DCU 60 (add on)
	NEAX2000, 2400	DTR 8D-1 (Dterm Series I) DTR 8-1 (Dterm Series I) DTR 32D-1 (Dterm Series I) DTR 2DT-1 (Dterm Series I) DTR 16D-1 (DtermSeries I) DTP 32DA-1 (DtermSeriesE) DTP 32D-1 (DtermSeriesE) DTP 8D (DtermSeriesE) Dterm Series 3 (16 button) DCU 60 (add on)	DTR 8D-1 (Dterm Series I) DTR 8-1 (Dterm Series I) DTR 32D-1 (Dterm Series I) DTR 2DT-1 (Dterm Series I) DTR 16D-1 (DtermSeries I) DTP 32DA-1 (DtermSeriesE) DTP 32D-1 (DtermSeriesE) DTP 8D (DtermSeriesE) Dterm Series 3 (16 button) DCU 60 (add on)
	NEAX1000, 2400 IMS	DTP 8D DCU 60 (add on)	DTP 8D DCU 60 (add on)
	Aspire	Model 0890041 (22 button no display) Model 0890043 (22 button w/ display) Model 0890045 (34 button w/ display)	Model 0890041 Model 0890043 Model 0890045 (Captures caller id & dialed #. No start/stop recording function buttons.)

*Note: The NGX cards treat this PBX as a 4 wire PBX and this requires an RTS tap box. The RTS tap box is sold separately.

PBXs compatible with NGX cards (Full-size PCI cards)

Brand	PBX	Phones for VOX	Phones for D-Channel
Nortel	Meridian 1, SL100	2006, 2008, 2216, 2250, 2317, 2616, 3901, 3902, 3903, 3904, 3905, **M52XX & **M53XX	2006, 2008, 2216, 2616, 3901, 3902, 3903, 3904, 3905
**Note: M52XX & M53XX phones sets are Centrex phones. These phones have an analog talk path and a D-channel above 3400 Hz. Use either the PT series or LD series for tapping these phones. Use activity detection to start and stop recording.			
Nortel	Norstar	7100, 7208, 7310, 7316, 7324	7100, 7208, 7310, 7316, 7324
Panasonic	KX-TD	KX-T7431, KX-T7453, KX-T7630	KX-T7431, KX-T7453, KX-T7630
Philips	ISO3010	D310/2, D320/2, D325/2 ***D325/4, D330/4, D340/4	
***Note: There are cable length limitations when using four wire phones.			
Samsung	****DCS-828, Inforex	DS-24SE-KTS	DS-24SE-KTS
****Note: This PBX is only available in Korea. Phone types are not compatible with US			
Siemens	Hicom / HiPath Hicom 100E, 150E HiPath 3000 & 3750 HiPath 4000 = all* Hicom 330E = all* DE (*)= Germany Hicom 300E Rolm 9751cbx*	Optiset Basic / Standard / Advanced OptiPoint 500 entry, economy, basic, standard, advanced Standard DE* Advanced Conference DE* 240E, 312L, 400, 240, 6246SL, Optiset Basic / Standard / Advanced OptiPoint 500 entry, economy, basic, standard, advanced 240E, 312L, 400, 240, 6246SL	Optiset Basic / Standard / Advanced OptiPoint 500 entry, economy, basic, standard, advanced Standard DE* Advanced Conference DE* 240E, 312L, 400, 240, 6246SL, Optiset Basic / Standard / Adv. OptiPoint 500 entry, economy, basic, standard, advanced 240E, 312L, 400, 240, 6246SL
PBX with S0/BRI	EuroISDN, 5ESS (USA) Avaya Definity Nortel DMS100 NI-1 INS64 Rockwell	ETSI, AT&T CUSTOM AT & T CUSTOM DMS100 North American Japan Spectrum	ETSI, AT&T CUSTOM AT & T CUSTOM DMS100 North American Japan
Toshiba	DK	DKT2010, DKT2020	

*Note: The NGX cards treat this PBX as a 4 wire PBX and this requires an RTS tap box. The RTS tap box is sold separately.